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Resources for Senior Citizens



Contents -

Additional copies of this booklet
may be obtained from:

Ministry of Community
and Social Services
Senior Citizens
Hepburn Block, 4th floor
Queen's Park
Toronto, Ontario M7A 1E9
Telephone (416) 965-5103

Hon. Keith C. Norton, Minister
Robert D. Carman, Deputy Minister

Ministry of Community
and Social Services

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Introduction

Because people generally live longer and most older people are healthier and more active than ever before, our senior citizens have become an increasingly more important group in our society. Currently, there are an estimated three-quarters of a million senior citizens in Ontario.

The realization is growing rapidly that age has little to do with a person's ability to lead a full and active life and that being a senior citizen is a whole new and challenging career. It will take as much preparation, study and on-the-job training as any occupation but, as in most human endeavors, the rewards are great.

A growing number of companies, unions, community colleges, church and voluntary groups and other organizations are providing courses to help those approaching retirement make positive preparations for the future.

As well, the Ontario government has undertaken a number of projects to assist senior citizens. Since 1971, the Ministry of Community and Social Services, with the help of various senior citizens' organizations, has sponsored a Senior Citizens' Week every third week in June. During that time special events are staged to focus attention on the concerns of older people, promote awareness of their contribution to society and encourage their continuing participation in their communities.

In 1974, the Ontario Advisory Council on Senior Citizens was formed to advise the Ontario government on policy matters pertaining to the well-being of the aging and aged.

And in 1975, 'Resources for Senior Citizens', a handbook listing programs and services for seniors, made its first appearance. Since then editions have appeared on a regular basis, each printing reflecting the growing requirements, interests, and capabilities of seniors and the increased number of programs, services and opportunities available to them. 'Resources' is meant to be a starting point for seniors, to help them plan their career as a senior citizen. It tries to present possibilities that perhaps seniors hadn't thought of before and in turn suggest others. Being a senior citizen is a busy and challenging time but with some preparation and planning, an enjoyable one. It is hoped 'Resources for Senior Citizens' and the programs and services it lists will help.

Organizing a Club

Some senior citizens reach retirement without any clear idea of what to do or what services and facilities are available to them. They could benefit from the guidance, encouragement and companionship found in seniors' clubs and other organizations. In groups of their own, they can plan and work together to build new interests and make their own opportunities for self-help and community service.

Most senior citizens' clubs are organized by individuals or groups of citizens, including seniors. Clubs may operate from private homes, churches, community halls or senior citizens' residences. They may receive aid from the Red Cross, the YMCA, service clubs, church organizations or governments. Many are self-supporting as a result of their own fund-raising projects.

Those wishing to start a club should approach their local municipal recreation department. The municipality may assist a club in a number of ways, including funds for the rental of accommodation or the purchase of equipment.

The Sports and Fitness Division of the Ministry of Culture and Recreation also provides guidance on how to form a club and establish by-laws, consultation on recreation and leisure-time concerns.

Two helpful booklets produced by the Division are: ***Organizing Club Activities for the Older Person***, which gives advice and suggests a range of activities, and ***The Job of Executive Officers in Senior Citizens' Clubs***, which outlines duties and functions such as bookkeeping and chairing meetings. For instructions on how to order these publications, see page 21

The Division also maintains a film collection on community development, recreation and related subjects.

Location of consultants, booklets and other material can be obtained by writing to:

Ministry of Culture and
Recreation
Resource Centre
77 Bloor St. West, 9th floor
Toronto, Ontario M7A 2R9
Telephone: (416) 965-6763

Another useful resource for those organizing a senior citizens' club/group is ***Resources for Community Groups***, available from:

Ministry of Culture and
Recreation
Multicultural Development
Branch
77 Bloor Street West, 5th floor
Toronto, Ontario M7A 2R9
Telephone: (416) 965-6621

Elderly Persons' Centres

An Elderly Persons' Centre is all or part of a building in which social, recreational, cultural and other activities are provided to seniors on a daily basis.

Such centres may be operated by a non-profit organization or a municipality. For a centre to be eligible for financial assistance under *The Elderly Persons' Centres Act*, it must be approved under that Act.

For further information on approval and funding procedures, contact:

Ministry of Community and
Social Services
Senior Citizens
Hepburn Block, 4th floor
Queen's Park
Toronto, Ontario M7A 1E9
Telephone: (416) 965-7695

Special Financial Assistance for Groups

New Horizons

New Horizons, administered by the Federal Department of Health and Welfare, provides grants to groups of retired persons to undertake activities of benefit to themselves and their communities. To obtain the brochure entitled, ***New Horizons***, or for further information, please contact:

New Horizons Program
2300 Yonge Street
Suite 1104
Toronto, Ontario M4P 1E4
Telephone: (416) 481-5183

Wintario

Wintario grants may be available to senior citizens' clubs/groups for cultural and recreational programs and events. To obtain the pamphlet ***Wintario and Senior Citizens***, please contact:

Ministry of Culture and Recreation
Sports and Fitness Division
Recreational Services Unit
77 Bloor St. West, 7th floor
Toronto, Ontario M7A 2R9
Telephone: (416) 965-5665

Spokesmen for Senior Citizens

Ontario Welfare Council - Section on Aging

The Ontario Welfare Council - Section on Aging, through its

Standing Committee on Aging, is working to focus upon the needs of the aged and aging as a special area of social concern and to promote public understanding and support in Ontario on matters related to aging. Two important areas of research and advocacy are pension reform and development of a community support system to allow old and young to live in their homes and neighborhoods as contributing members of society. For further information, contact:

Ontario Welfare Council
Section on Aging
1240 Bay Street, Suite 404
Toronto, Ontario M5R 2A7
Telephone: (416) 961-4771

Ontario Advisory Council on Senior Citizens

This council advises the Ontario government on policy matters pertaining to the well-being of the aging and the aged. As well, it fulfills part of its mandate of providing education opportunities for seniors by publishing ***Especially for Seniors***, a large-type-for-easy-reading newspaper. It is mailed out automatically four times a year to persons receiving Old Age Security, and on request to others over 65 years of age. To obtain your copy of this newspaper or for further information, contact:

Ontario Advisory Council on Senior Citizens
700 Bay Street, 2nd floor
Toronto, Ontario M5G 1Z6
Telephone: (416) 965-2324

However, the true 'experts' and 'professionals' on the subject of aging and retirement are senior citizens themselves. The real-life lessons they have learned by themselves and from others make their advice invaluable.

Senior Citizens' Organizations

Two organizations dedicated to the cause of bettering conditions for senior citizens are, Pensioners Concerned Canada Incorporated and the United Senior Citizens of Ontario Incorporated, which is part of the Federation of Pensioners and Senior Citizens.

Canadian Pensioners Concerned Incorporated, Ontario Division, seeks to improve the quality of life for older people through education, research and influencing government and corporations on behalf of seniors in Ontario. It is a non-profit, non-political organization and it publishes a quarterly magazine which features outstanding articles and gives information of value to seniors. For further information, contact:

Canadian Pensioners
Concerned Incorporated
Ontario Division
51 Bond Street
Toronto, Ontario M5B 1X1
Telephone (416) 368-5222

United Senior Citizens of Ontario Incorporated (USCO) is an organization that establishes contacts with clubs and centres across Ontario and presents their

needs and concerns to various government bodies. Many senior citizens' clubs in the province are affiliated with USCO which publishes a newsletter ten times a year entitled **The Voice**. A subscription (approximately \$2.50 a year) may be obtained by contacting:

United Senior Citizens of
Ontario Incorporated
3505 Lakeshore Blvd. West
Toronto, Ontario M8W 1N5
Telephone: (416) 252-2021

Resources to Help Solve Problems

Among the main topics of concern to senior citizens and those approaching retirement are health, housing, financial and legal arrangements, nutrition and preparation for their retirement years. A group for seniors could serve a useful purpose by organizing discussions during which members are able to talk over their problems and seek solutions. Sources of information are plentiful—community centres, government and private industry.

Information Centres

Community information centres are located in most major cities and many smaller communities throughout the province. They inform citizens of resources available in their area. If there is one in your region, it will be listed under 'I' for 'information' in the yellow pages of the telephone directory.

The Community Information Centre of Metropolitan Toronto publishes a guide to programs and services of interest to senior citizens in Metropolitan Toronto called ***Information for Seniors***. It lists information on a wide range of subjects, including pensions and financial aid, guidance on taxes, health services, help at home, things to do and places to go.

The 1980 edition is available from:

Community Information
Centre of
Metropolitan Toronto
34 King Street East, 3rd floor
Toronto, Ontario M5C 1E5
Telephone: (416) 863-0505

Bell Canada

Bell Canada has a wide selection of sets and services available. Before selecting your service, know the cost of all the options and then pick the service which best meets your needs. The introductory pages of your telephone directory contain tips on keeping service costs down and information on how to get best use from your service. In addition, there is information about the company—where to call if you have a complaint, proper identification of company employees and so on.

Of particular interest to seniors, is how to avoid Directory Assistance charges. If you are 65 or over or if you have a permanent handicap that prevents you from using the directory, you should apply for a Directory Assistance charge

exemption. Exemption forms are available from your Bell Canada Business Office or Phonecentre.

Bell Canada also has a Telecommunication Centre for Special Needs, to serve people who have difficulty using the telephone because of a hearing, sight or motion problem. A call to the centre will provide you with information on the equipment and services available. In the Metropolitan Toronto area, call 599-2360. Outside Metro Toronto, dial 1-800-268-9243 (toll free).

Consumer Services Bureau

The Ministry of Consumer and Commercial Relations Consumer Services Bureau investigates written complaints of unfair business practices, fake bank inspectors, dishonest home repair specialists and subscription salesmen. It publishes several booklets of interest to seniors:

Consumer Tips for Senior Citizens

lists approaches consumers can use to trick people into giving them money. Read it and keep it by your phone.

Protecting Your Travel Dollar

explains how to avoid rip-offs by dealing with registered travel agents and wholesalers. Also included is general travel advice.

Beware, the Dream Merchant Who Promises a New You

tells you how to avoid overpriced self-improvement courses frequently involving expensive long-term contracts, ranging from dancing to losing weight.

Avoiding Phony Charities: How to Be a Cautious Donor outlines some of the more prevalent unethical operations, such as telephone donation requests, circuses and parties and merchandise sold ostensibly for charitable purposes. Also included are guidelines for donations.

The Consumer Protection Act and How it Helps You, the Consumer, explains your rights under *The Consumer Protection Act* and how it protects you from problems you may encounter when purchasing goods or services or borrowing money. For your copy of any of these publications, write:

Ministry of Consumer and
Commercial Relations
Consumer Information Centre
555 Yonge Street
Toronto, Ontario M7A 2H6
Telephone: (416) 963-1111
(collect calls accepted)

Housing

For many people, the ideal housing situation is to stay in their own home or apartment where they have family and neighborhood ties. To help them to do just that, many businesses, volunteer and social service agencies and governments have developed programs and services especially for seniors. Through them it is possible to get such things as senior citizen's discounts or rebates on home heating oil (phone your local suppliers for the best per gallon/litre price and senior citizen rate), assistance in maintaining and

repairing the home and hot meals several times a week through the Meals-on-Wheels or Diner's Club program or from the local Senior Citizens' day centre. The provincial government also provides direct grants to offset property taxes of pensioners who own or rent their own homes (see page 12 for information on this program).

However, many senior citizens decide to sell their homes either because their families have grown up and moved out or because their incomes decrease after retirement. They may then require less expensive housing. There are several kinds of housing for seniors to choose from.

Senior Citizens' Low-Rental Accommodation has been established throughout the province by non-profit corporations, municipal governments and the Ministry of Housing for persons who can look after themselves and do not require bed care. The Ministry of Housing has published two pamphlets on senior citizens' apartments in Ontario Housing.

The pamphlet entitled ***Housing for Senior Citizens*** is aimed at helping senior citizens decide whether they are interested in Ontario Housing and whether they are eligible.

Another pamphlet which might assist senior citizens to decide whether or not they should go into an Ontario Housing building is ***You and Your Home - a Resident's Guide for Senior Citizens***. It describes, in

greater detail, the facilities and services available in Ontario Housing communities as well as the rules and regulations.

For the above publications and other information, contact:

Ministry of Housing
Communications Branch
56 Wellesley Street West
2nd floor
Toronto, Ontario M7A 2K4
Telephone: (416) 965-9784

For information on senior citizens' housing provided by local municipal governments and non-profit corporations, contact your local government or community information centre.

Seniors who wish to live in these low-rental apartments should apply early because there is often a waiting list.

Homes for the Aged have been established by fraternal, religious and municipal organizations for those seniors who require protective and supportive services in their daily living.

Charitable and municipal homes may have only residential services or a combination of residential and extended care services and are encouraged to provide a range of activities for all their residents.

Admission should be planned in advance, when possible, and the older person should visit the home before making a choice of residence.

To assist in making that choice, the Ministry of Community and Social Services provides a listing of homes for the aged.

To obtain it and any other information on homes for the aged, contact:

Ministry of Community and Social Services
Senior Citizens
Hepburn Block, 4th floor
Queen's Park
Toronto, Ontario M7A 1E9
Telephone: (416) 965-7695

Nursing Homes and Homes for Special Care provide extended care services for those who need at least a day. Application may be made to the Extended Care Program through the attending physician.

For further information on Ontario's nursing homes, homes for special care and the extended care program, contact:

Ministry of Health
Extended Health Care Program
880 Bay Street, 5th floor
Toronto, Ontario M7A 2C2
Telephone: (416) 965-1505

Visiting Nurses and Homemakers

The services of visiting nurses and homemakers are available to seniors to help them remain in their own homes. Municipalities, aided by the provincial government, may provide financial assistance to those who need these services and cannot afford them.

Visitors Who Help is a pamphlet describing the visiting nurses and homemakers' services program published by the Ministry of Community and Social Services. A copy may be obtained by contacting:

Ministry of Community and
Social Services
Communications Branch
Hepburn Block, 7th floor
Queen's Park
Toronto, Ontario M7A 1E9
Telephone: (416) 965-7825

Home Care Program

Public health nurses, registered under the Ministry of Health, provide service in many areas including low-income housing, senior citizens' apartments and private home counselling.

For the Ministry of Health's pamphlet ***Getting Well Quickly - At Home***, See page 14.

Financial Benefits

There are several assistance plans for senior citizens administered by all levels of government.

Old Age Security (OAS)

If you are 65 or over and meet certain residence requirements, you may be eligible to receive a full or partial pension under *The Old Age Security Act*. Information booklets and application forms for this pension *only* may be obtained from any post office.

The Guaranteed Income Supplement (GIS) is an allowance granted to those receiving Old Age Security who are in need of additional financial assistance.

Spouse Allowance. Further assistance is also available to the spouse, between the ages of 60 and 65, of a recipient of a Guaranteed Income Supplement.

For further information on and assistance in completing application forms contact:

Department of Health
and Welfare
Old Age Security/Guaranteed
Income Supplement
P.O. Box 6000
Postal Station 'Q'
Toronto, Ontario M4T 2P6
Telephone: (416) 423-6900

or any Income Security district office.

Canada Pension Plan (CPP)

The Canada Pension Plan is a contributory social insurance program which provides disability, retirement, and surviving spouse's pensions. There is also a lump sum death benefit available and benefits for qualified dependent children of disabled and deceased contributors. Retirement pensions are payable at age 65 to anyone who has made a valid contribution to the plan. (You do not have to be retired from regular employment in order to qualify.) Disability and survivors' benefits may be payable if an

individual has contributed for the minimum qualifying period. Please note, however, that in order to qualify for a disability benefit under the Canada Pension Plan, the disability must be severe and prolonged, not of a short-term nature. The Canada Pension Plan operates in all provinces of Canada except Quebec, which has its own comparable pension plan. Benefits are not automatic and must be applied for.

There are other qualifying conditions for these benefits and information can be obtained by contacting the nearest Income Security district office.

Unemployment Insurance

The Unemployment Insurance program is designed to protect Canadian workers who may be unemployed for a variety of reasons. At age 65, workers are no longer required to pay Unemployment Insurance premiums nor are they eligible to collect regular Unemployment Insurance benefits. However, there is a special one-time benefit available at age 65 to anyone who has worked and paid Unemployment Insurance premiums for 20 weeks in the previous year.

Details are included in the pamphlet **'UI and You: When You Reach 65'**, which is available along with application forms from all Canada Employment Centres.

War Veterans' Allowance

If you or a member of your family have served in the armed services and if you are in need, you may qualify for special assistance as outlined in the War Veterans' Allowance pamphlet. To receive your copy, contact Veterans Services in the nearest district office of the Department of Veterans Affairs as listed in the special 'Government' section in your telephone directory.

Guaranteed Annual Income System for the Aged (GAINS-A)

Ontario's GAINS-A program guarantees a minimum annual income to senior citizens who are 65 years of age or older and who meet certain income and residency requirements. For those persons receiving the federal Old Age Security (OAS) and the Guaranteed Income Supplement (GIS), eligibility for GAINS-A will be reviewed automatically. **YOU DO NOT NEED TO APPLY.**

Persons 65 years of age prior to April 7, 1976, who resided in Canada five consecutive years with the last one year in Ontario immediately prior to April 7, 1976 but do not qualify for OAS, may be eligible for GAINS-A. However, **YOU MUST APPLY FOR GAINS-A** in this case. For further information, contact the GAINS-A Information Centre

In Toronto, telephone 965-8470
If your area code is 807, ask the operator for Zenith 8-2000 (toll free).

All other Ontario residents, dial direct 1-800-268-7121 (toll free).

Ontario Senior Citizens' Privilege Card and Drug Benefit

Persons age 65 or over who receive the federal government's Old Age Security (OAS) automatically receive a numbered Ontario Senior Citizens' Privilege Card which serves as identification for the Ontario Drug Benefit as well as other privileges. If you are eligible for OAS, you do not need to apply for a card. It will arrive about one month to six weeks following your first OAS cheque. Drug coverage is not effective on your 65th birthday but, rather, on the effective date shown on your card.

You should apply for the drug benefit if you are 65 years of age or over and:

- o do not receive the federal government OAS pension; and
- o have not received a Senior Citizens' Privilege Card; and
- o have resided in Ontario 12 consecutive months as a Canadian citizen or landed immigrant.

Application should be made in the month in which you turn 65, or the 12th month of residency, whichever is later.

In addition to the above, various other persons are eligible for the Ontario Drug Benefit, including those

Drug Benefit Program. These include recipients of General Welfare Assistance or Family Benefits, residents of Extended Care facilities, residents of Homes for Special Care and Home Care recipients.

Unnumbered Cards

Seniors who have not lived in Ontario for 12 consecutive months may apply for the unnumbered Senior Citizens' Privilege Card. This card is recognized by some business facilities and attractions, as identification, for reduced prices for seniors. While you do not qualify for the Drug Benefit, you are entitled to all other privileges available to senior citizens. When you attain 12 consecutive months residency, please apply for a numbered Senior Citizens' Privilege card which includes Drug Benefit.

Application forms for both numbered and unnumbered Senior Citizens' Privilege Cards may be obtained from:

Ministry of Health
Drug Benefit
Box 21,000, Station A
Toronto, Ontario M5W 1Y5
Telephone: (416) 965-9337

Pharmacies

A numbered Senior Citizens' Privilege Card entitles its owner to free prescription drugs which are listed in the Ontario Drug Formulary book.

The pharmacist should note the number and return the card. The prescription must be filled in Ontario; and the prescriber must be an Ontario licensed physician or dentist. In addition, some pharmacies offer reduced prices on non-prescription items and, in some instances, will issue their own cards.

Please contact your local pharmacy or Elderly Persons' Centre for detailed information.

Other Benefits

If you or your spouse is age 65 or over and have resided in Ontario for at least 12 months, you may receive free Ontario Health Insurance Plan (OHIP) regardless of income. You must apply and applications are available from OHIP District Offices.

Family Benefits (FBA)

Family Benefits is a provincial program of financial assistance which provides for a standard level of income for persons in need. This is available to certain families and individuals to help them with ordinary living expenses and it is provided, in addition to other financial assistance and services, to look after special needs.

Among those eligible are women 60 years of age or over who are single, divorced or widowed.

If you are receiving Family Benefits and have dependent children, you may also receive free basic dental

care for the children, as well as other free services such as family, credit and nutritional counselling and legal aid.

Those on Family Benefits who live in a home for the aged, a charitable institution or a nursing home receive an amount toward the cost of care plus a certain amount per month as personal spending money.

For further information about applying for Family Benefits, contact the Ministry of Community and Social Services area office nearest you. (See list on page 22)

General Welfare Assistance (GWA)

If you need financial assistance immediately, you should apply to your municipality for General Welfare Assistance (often called welfare). Applicants must undergo a needs test to determine eligibility.

Municipalities can provide two types of financial assistance: General Assistance and extra money for special needs.

General Assistance is a weekly or monthly allowance similar to Family Benefits. It is designed to cover basic living needs.

In addition, there are two allowances which may be available to people who need money for special things—Special Assistance and Supplementary Aid. These allowances provide money for moving, surgical, dental or optical

services, artificial limbs, hearing aids, transportation (to doctors), funerals and burials, spending money for people in nursing homes, rent supplement and any extraordinary need.

You should clear these expenditures with your welfare administrator before actually spending the money or contracting to spend it. There is no appeal procedure if your municipal administrator does not grant these allowances.

For further information on General Welfare Assistance, contact the Social Services Office in your municipality.

The Ministry of Community and Social Services has published the pamphlet ***For Your Benefit***, which includes information on the Family Benefits, General Welfare Assistance and GAINS programs. A copy may be obtained from:

Ministry of Community and Social Services
Communications Branch
Hepburn Block, 7th floor
Queen's Park
Toronto, Ontario M7A 1E9
Telephone: (416) 965-7825

Ontario Property and Sales Tax Grants for Pensioners

In April's budget the Treasurer of Ontario announced a program to reduce the burden of municipal and school taxes and retail sales tax on the province's senior citizens. Under this legislation pensioners who

qualify will be eligible to receive Property Tax Grants of up to \$500 and a Sales Tax Grant of \$50.

For more information, call or write the Ministry of Revenue's multilingual Information Centre, free of charge:

Ministry of Revenue
Guaranteed Income & Tax Credit Branch
Queen's Park
Toronto, Ontario M7A 2B3

- o In Metro Toronto, dial 965-8480
- o Area Code 807, ask the Operator for Zenith 8-2000
- o All other areas, dial 1-800-268-7121 (toll free).

Income Tax

In order to claim provincial tax credits, seniors should file an income tax return each year, regardless of their taxable income.

Revenue Canada has prepared a series of tax information pamphlets to help people file their income tax returns. One of special interest to seniors is ***Income tax and the Senior Citizen***. It deals primarily with situations and tax aspects peculiar to seniors and those on retirement income.

All the tax information pamphlets and any further information are available free of charge from District Taxation Offices in Ottawa, Kingston, Belleville, Toronto, Hamilton, Kitchener, St. Catharines, London, Windsor, Sudbury and

Thunder Bay. They are listed under the special 'Government' section in all telephone directories.

Reduced Bank Charges and Other Benefits for Senior Citizens

Bank and Trust Companies often provide special incentives and benefits for 'senior' account holders. For further information on eligibility and services, contact the local branch of your bank or trust company.

Wills, Testaments and Memorial Societies

Everyone, including seniors, should prepare a proper will. If you do not have a family lawyer or cannot afford lawyer's fees, you should apply to the Legal Aid Plan for assistance. There are 46 Legal Aid Directors throughout the province and they can be located by contacting the area offices of the Ministry of Community and Social Services listed at the back of this booklet or:

Mr. John Beaufoy
Information Officer
Ontario Legal Aid Plan
145 King Street West
Toronto, Ontario M5H 3L7
Telephone: (416) 361-0766

The Ontario Legal Aid Plan has published a pamphlet ***Do You Need Legal Help?*** which is available from the offices mentioned above.

The Memorial Society Association of Canada is a non-profit organization offering advice regarding the pre-planning of funerals with simplicity, dignity and at moderate cost. Ontario local branches are located in Guelph, Hamilton, Kingston, Kitchener-Waterloo, London, Niagara Peninsula, Ottawa, Peterborough, Thunder Bay, Toronto, Windsor and Sudbury.

In Ontario contact:

Federation of Ontario
Memorial Societies
Box 96, Station A
Weston, Ontario M9N 3M6
Telephone: (416) 241-6274

Health

St. John Ambulance offers home nursing courses to the general public, including Patient Care in the Home. However, it has also developed a special program called Health Care for Seniors to help older people understand the aging process and develop confidence and skill in maintaining their own health. Seniors are instructed in first aid, home nursing, nutrition, accident prevention, the use and misuse of drugs and given information about some of the physical problems associated with age. For more information about any of the health care courses, including Health Care for Seniors, contact your local branch of St. John Ambulance or write:

Provincial Nursing Consultant
St. John Ambulance
46 Wellesley Street East
Toronto, Ontario
M4Y 1G5

Both the Red Cross and St. John Ambulance offer a wide range of first aid courses including basic life saver, emergency and standard courses. Consult your local branches for further information.

The Ministry of Health produces pamphlets, films and guides on general health care. A few of special interest to senior citizens are listed below:

Aging the myths and reality explains why aging as a natural process can be as rewarding and exciting as youth. Gives pointers on personal maintenance in later years.

Cancer— it's being tamed is a capsule report on the different types of cancer, how they attack and spread in the body, possible life-style factors that affect a person's chances of getting cancer and suggests seven steps to cancer prevention.

Dealing with Depression identifies signs of emotional disturbances and recommends what to do about them.

Diabetes Can Be Controlled answers many questions about diabetes - what it is, who gets it and whether it can be prevented. The pamphlet also discusses how diabetes can be controlled and how people with this disease can live full and healthy lives.

The Family Doctor outlines the importance of having a family doctor who is well acquainted with the health history of the whole family.

Getting Well Quickly at Home explains the Home Care Program, who is eligible and gives examples of how the program works.

Healthy Ways to Handle Stress gives both the beneficial and negative effects of mental and emotional stress and explains how the body and mind react to severe stress. Describes how relaxation and recreation can help to restore balance to our daily lives.

In an Emergency is about ambulance services in Ontario, the procedures ambulance personnel follow when responding to an emergency and what you can do to help.

Ontario's Drug Benefit for Senior Citizens explains how the Ontario Drug Benefit program works, who is eligible and how to apply.

The Ontario Health Insurance Plan is a general guide which outlines OHIP benefit for Ontario residents, newcomers and returning former residents.

Pain Pills discusses the painkiller ASA and its strengths and usages for children and adults; points out the dangers in taking and storing ASA and gives instructions on what to do when someone accidentally swallows a quantity of it.

Regular Sleep describes two distinct aspects of sleep, lists some sleeping disorders and provides tips to promote regular sleep.

A Smile for All Seasons, Facts about Dentures is a sensitive overview of the denture wearer's needs. Different types of dentures are described and suggestions given for good dental hygiene.

The Traveller's Guide to the Ontario Health Insurance Plan outlines parts of OHIP that concern Ontario residents travelling outside Ontario and gives information for visitors and newcomers to the province.

Understanding Your Prescription, a guide to the three levels of drug identification in the province; gives a brief background to the Parcost and Drug Benefit programs and how they work for the consumer.

Your Vacation Health Guide lists safety tips to follow when planning a holiday including where health information for travellers can be obtained.

The above publications are available from:

Ministry of Health
Health Resources Centre
Hepburn Block, 9th floor
Queen's Park
Toronto, Ontario M7A 1S2
Telephone: (416) 965-3101

Health and Fitness, published by Fitness and Amateur Sport Canada, is a physical fitness guide which includes information on exercise and nutrition.

Don't Take it Easy, published by Fitness and Amateur Sport Canada, is a two-page pamphlet providing motivation and information to the Canadian senior for the safe and effective pursuit of fitness. Free distribution. For copies of both these publications, write:

Fitness and Amateur
Sport Canada
Promotion and
Communications
365 Laurier Avenue West,
10th floor
Ottawa, Ontario K1A 0M5

The Ministry of Culture and Recreation's **Fitness for You**, is also available. (See page 21 for ordering instructions)

Food and Nutrition

Coping with the rising cost of living can add to the problems of senior citizens on a fixed income or pension, especially in the field of nutrition. It is also a fact that many older people lose interest in food or become careless about making sure that their diets are sufficiently nourishing to keep them healthy. A great many agencies and organizations have produced literature which can be used to help senior citizens with proper meal planning.

To Your Health in Your Second Fifty Years, is a publication of special interest to seniors. It is available (for 30 cents a copy) from:

Dairy Bureau of Canada
20 Holly Street
Toronto, Ontario M4S 2E6
Telephone: (416) 485-4453

Often a few new recipes can help stimulate the appetite and encourage a greater interest in preparing meals that are tasty and nourishing. Your local library or a bookstore could yield a list of good cook books. Below are the titles of some such books which would be useful for senior citizens:

Cooking for One by Norah Mannion Wilmot; printed in Canada by J.J. Douglas, N. Vancouver, B.C. (price \$2.95)

Easy Cooking for One or Two by Louise Davies; recipes prepared for retirement cookery class at the Geriatric Nutrition Unit, Queen Elizabeth College, London University, England; published in the Penguin series 1972 (reprinted in 1975) for \$2.95

Food and Fitness, 96-page booklet with color illustrations available for 30 cents a copy from:

Ontario Hospital Association
Publications Department
150 Ferrand Drive
Don Mills, Ontario M3C 1H6

The Joy of Eating, 26-page booklet containing a summary of nutritional needs at each stage of life free of charge from:

Mutual Life Assurance
Company of Canada
Public Relations Department
227 King Street South
Waterloo, Ontario N2J 4C5

The Senior Chef, 48-page booklet of easy-to-prepare, economical recipes as well as information on buying and storing foods. Available at \$1.00 from:

Ministry of Health
Nutrition Division
1515 Blanshard Street
Victoria, B.C. V8W 3C8

The following government departments/ministries publish a variety of excellent food and nutrition pamphlets which may be obtained free of charge:

Department of Health
and Welfare
Consultant, Educational
Services
Health Protection Branch
2301 Midland Avenue
Scarborough, Ontario
M1P 4R7

Department of Agriculture
Information Services
Ottawa, Ontario K1A 0C7

Ontario Ministry of
Agriculture & Food
Information Branch
801 Bay Street, 12th floor
Toronto, Ontario M7A 1A5

Ontario Ministry of Health
Communications Branch
Hepburn Block, 9th floor
Queen's Park
Toronto, Ontario M7A 1F2

In addition, most food companies produce useful and interesting materials which they will distribute through grocery stores, advertise on food labels, on food coupons or in magazines.

Volunteer Information

Local hospitals, schools, social service agencies and cultural and recreational organizations need volunteers. To find out where volunteer help is needed in your community, contact your local Volunteer Bureau (often associated with the Community Information Centre).

Senior Volunteers in Public Service (Senior VIPs)

In Metropolitan Toronto, the Senior VIP Service assists in bringing together individuals and organizations who need help and Metro seniors who would like to help.

The senior VIPs invite Metro residents who are retired and over the age of 55 to come in for a interview at their offices in downtown Toronto, Etobicoke, North York and Scarborough.

For an appointment, call the Senior VIP Service at 923-4477 or

231-6521 in Etobicoke
481-6194 in North York
264-2308 in Scarborough
961-6888 in Toronto

Associated Senior Executives

Associated Senior Executives is a volunteer organization made up of professional men and women retired from business, age 65 or over. They offer management advisory services for a small fee to any business which requests them. Their clients are usually small retail, manufacturing, merchandising and other business firms.

For further information, contact:
Associated Senior Executives
67 Yonge Street
Toronto, Ontario M5E 1J8
Telephone (416) 364-7316

LINK Skills Exchange Program

Some senior citizens' groups have formed LINK Skills Exchange programs in their communities. If your group is interested in starting such an exchange program in your community and would like some information, contact the Senior Citizens' Consultant through the Ministry of Community and Social Services area offices. See list on page 22.

Senior Volunteers-in-Service

The Senior Volunteers-in-Service program of the Ministry of Community and Social Services has a special place for retired people who wish to do volunteer service in their community. They must be people who are at least 55 years old,

of either sex, who are mobile, know about their community and are willing to commit themselves, for a year initially, to the service of other seniors in their community.

As ministry volunteers, they act as sources of information for the elderly in the community, assisting those who need ministry programs and services. In addition to the liaison role, the volunteer must react to individual needs in the community.

If you would like to become a Senior Volunteer-in-Service or if you would like to get in touch with the Senior Volunteer in your area, contact the local area office of the Ministry (listed on page 22 or:

Ministry of Community and
Social Services
Senior Citizens
Hepburn Block, 4th floor
Queen's Park
Toronto, Ontario M7A 1E9
Telephone: (416) 965-7695

Opportunities for Older People

Travel

For those who like to travel, some railways, airlines, bus lines and local transit authorities offer reduced fares for people 65 and over. For further information, contact the transportation companies.

In addition to providing the normal free travel advice to all Ontario residents, the Customer Sales and Service Section of the Ministry of Industry and Tourism produces a ***Guide to Travel in Ontario for Seniors***, which gives information about reduced admission rates to historical sites and major tourist attractions for people over 65. For further information, contact:

Ontario Travel
Hearst Block, 3rd floor
Queen's Park
Toronto, Ontario M7A 2E5
Telephone: (416) 965-4008
(This number may be called 'collect' from anywhere in North America.)

Continuing Education

Retirement provides years of leisure in which to pursue new hobbies and interests and, today, there are more opportunities than ever before for senior citizens.

Extension Courses

There is a growing conviction that education should be a life-long experience and research has proven that people do not lose their ability to learn as they grow older. Consequently an increasing number of school boards, cultural organizations and associations such as the YM or YWCA, as well as universities and community colleges, accept seniors at reduced fees or without any fee at all.

Groups can help their members plan a program of continuing education. If individuals feel hesitant about attending courses alone, it might be possible to organize such a program as a group venture. Details of extension courses offered can be obtained through school boards and from your nearest community college or university.

A complete listing of all extension courses offered in Metro Toronto can be found in ***The Continuing Education Directory***, which is available for reference in all public libraries. For those living in smaller communities, out of easy reach of a community college or school, courses suitable for senior citizens are organized by many municipalities.

Individual boards of education have film libraries, and public libraries throughout the province maintain collections of films and records which may be borrowed. They also frequently present lectures and art displays. In addition, the National Film Board of Canada has produced many hundreds of films, ranging from documentaries on natural science and geography to travel and the arts, which can be borrowed free of charge. Catalogues of these films may be consulted in libraries throughout Ontario.

Post-Secondary Education Programs for Seniors

Both regular and part-time study is offered to senior citizens by most of Ontario's universities and

community colleges. In many cases, there are no admission requirements specific to seniors except proof of age and often tuition fees are waived or reduced.

In addition, many community colleges offer specialized courses for senior citizens dealing with topics such as retirement planning and problems of retirement.

Colleges may differ somewhat in their admission regulations. Prospective students are advised to check with the institution they wish to attend.

For further information on study opportunities, admission requirements, fees and student loans, bursaries and other forms of assistance, consult the publication ***Horizons***, at your local library or contact:

Ministries of Education/
Colleges and Universities
Communication Services
Branch
Public Enquiries Section
Mowat Block, 14th floor
Queen's Park
Toronto, Ontario M7A 1L2
Telephone: (416) 965-6407

Correspondence Courses

The Correspondence Education Branch of the Ministry of Education offers free correspondence courses to Ontario residents. Applicants may select from a secondary school program of 108 English language courses and 34 courses for those who speak French. A variety of

subjects is offered at levels of difficulty ranging from basic to advanced.

The branch's counselling service advises students by interview, telephone and correspondence on matters such as enrolment procedures and course selection.

Further information about the program is given in the ***Correspondence Courses Calendar*** for the current year. It can be obtained from:

Correspondence Education
Branch
909 Yonge Street
Toronto, Ontario M4W 3G2
Telephone: (416) 965-2657 or
toll free 1-800-268-7065

Educational Radio and Television

Open College/Ryerson

University credit and general interest courses are broadcast at convenient hours on CJRT-FM, 91.1 MHz, a non-commercial FM radio station. There are reduced rates for senior citizens and no educational prerequisites. For course offerings, contact:

Open College/Ryerson
297 Victoria Street
Toronto, Ontario M5B 1W1
Telephone: (416) 595-5273

Contact your local university or community college for similar programs in your area.

OECA TVOntario

Ontario Educational Communications Authority
TVOntario features programs of special interest to senior citizens from explorations on what it's like to grow old to specific information on planning retirement. Senior citizens' clubs and other interested groups might find many of the video tapes (available at a charge) plus back-up material on these topics very useful to their members. For further information on the availability of videotapes and other material, contact:

OECA Central Order Desk
Box 200, Station Q
Toronto, Ontario M4T 2T1
Telephone: (416) 484-2610

General Information on Government Services

Detailed information on specific programs and services in Ontario is available from the government departments which administer them. Below is a selection of information of special interest to group leaders and senior citizens.

*** *We're Here to Help*** general description of the Ministry of Community and Social Services functions and programs.

This publication is available from:

Ministry of Community and
Social Services
Communications Branch
Hepburn Block, 7th floor
Queen's Park
Toronto, Ontario M7A 1E9
Telephone: (416) 965-7825

* Also available in French

The Ministry of Community and Social Services' Senior Citizens Program is able to provide additional information on aging, preparation for retirement, services available to the elderly, dietary guidance, and advice to those operating groups or programs. The data includes research studies and surveys, reprints of articles of interest to senior citizens and where they can be obtained. A few of the publications available are listed below:

Planning for Retirement

Retirement and Preparation for Retirement: A Selected Bibliography

Sing Out, a large-print songbook for senior citizens. A Christmas edition is also available.

These publications and other information may be obtained from:

Ministry of Community and
Social Services
Senior Citizens
Hepburn Block, 4th floor
Queen's Park
Toronto, Ontario M7A 1E9
Telephone: (416) 965-7695

The Ministry of Culture and Recreation has published a wide range of material on the various aspects of retirement planning. They are available at a small fee from:

Ontario Government Bookstore
Publications Centre
880 Bay Street

Toronto, Ontario M5S 1Z8
Telephone: (416) 965-2054

(All orders sent by mail must be accompanied by a cheque or money order payable to 'The Treasurer of Ontario'.)

Life Planning for Retirement (25 cents per copy)

Are You Ready? a companion workbook to go with the above. (25 cents per copy)

Recreation for Older Adults, a program manual. (\$2.00 per copy)

It's Up to You, a kit on leisure for the leaders of pre-retirement courses in business and industry. (\$3.50 per copy)

Fitness for You (50 cents per copy)

Organizing Club Activities for the Older Person (50 cents per copy)

The Job of the Executive of Senior Citizens' Clubs, (25 cents per copy)

The federal government has published a booklet ***The Government of Canada and the Senior Citizens***, which outlines the various federal programs designed to help senior citizens. It includes information on such things as income security programs, the OAS identification card, new horizons grants, income tax hints, war veterans' allowances, and travel assistance. It is available from the Income Security district offices listed in the special 'Government' section of your telephone book.

Home Support Programs

Home support programs are various services which help the elderly remain in their own homes. These include meals on wheels, heavy cleaning and handyman services, transportation to shopping and medical appointments, friendly visiting and security checks, and day care for seniors in community programs.

For further information, contact the nearest area office of the Ministry of Community and Social Services.

Ministry Area Offices

Northern Region

Sudbury

111 Larch St.
Suite 1, 8th Fl.
Sudbury, Ont. P3E 4T5
(705) 674-7543

Thunder Bay

710 Victoria Ave.
Suite 301
Thunder Bay, Ont.
P7C 5P7
(807) 475-1300

Timmins

P.O. Box 1720
South Porcupine, Ont.
P0N 1H0
(705) 264-9407

Central Region

Barrie

70 Collier St.
5th Floor
Barrie, Ont. L4M 4Z2
(705) 737-1311

Toronto

110 Eglinton Ave. W.
5th Floor
Toronto, Ont. M4R 2C9
(416) 965-8449

Southeastern Region**Kingston**

1055 Princess St.
P.O. Box 970
Kingston, Ont. K7L 4X8
(613) 544-6206

Ottawa

2197 E. Riverside Dr.
Ottawa, Ont.
K1H 7X3
(613) 737-5520

Peterborough

277 George St. N.
Peterborough, Ont.
K9J 3G9
(705) 742-9292

Southwestern Region**Hamilton**

100 Main St. East
Box 870
Hamilton, Ont. L8N 3X8
(416) 526-9300

London

495 Richmond St., 6th Fl.
London, Ont.
N6A 5A9
(519) 438-5111

Waterloo

75 King St. S., 5th Fl.
Waterloo, Ont. N2J 1P2
(519) 886-4700

Windsor

250 Windsor Ave.
Windsor, Ont. N9A 6V9
(519) 254-1651



Ministry of
Community and
Social Services

